

Critical Information Summary

Cable Internet

Information about the service

Service Description

CityCable built our own network to provide FTTB service, a better alternative to NBN to over 500 high-rise buildings and apartments in Australia.

Service Plan Information

Plan	Cable 100	Cable 200
Monthly Fee	\$55.00	\$65.00
Min Cost – no contract term	\$0	\$0
Min Cost – 12-month contract	\$660	\$780
Modem fee - optional	\$99	\$120
Data Allowance	Unlimited	Unlimited

- Postage of \$20.00 applied for hardware delivery.
- These plans do not include a voice (VOIP) service.
- Static IP is subject to selected buildings. Additional \$10 will be added on the top of the monthly service fee.
- New Development Charge of \$300 in. GST may applied to the new developed area.

Minimum Contract Term

Depending on the plan you signed, either no term or 12-month term.

Early Termination Fee

For 12-month contract plan, if you terminate the service within the contract term, an early termination fee will be applied to you. The amount of the early termination fee will be the total monthly fee of the remaining contract term.

On-site Installation

Technician of CityCable or the subsidiary company may or may not need to onsite to your apartment for service activation.

We provide complimentary onsite service for initial service activation. Any subsequent onsite installations necessitated by issues on your end may result in additional charges.

In the event that you request onsite service during the service term and the connectivity issue is found to be attributable to your actions, a fee of \$99 per hour will be incurred.

Usage and Speed Information

To find out how much data and speed you need, please see

<https://www.citycable.com.au/index.php/data-estimator/>

Other Information

Key Details

This is a cable internet service that is delivered by CityCable's network to buildings. To check your building availability, please visit <https://www.citycable.com.au/>

Payment Method

You can choose to pay for your service by direct debit from your bank account, nominated credit card or AMEX, 1% surcharge will be applied on each AMEX transaction. Declined payment will be applied with a dishonour fee of \$9.90.

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Hardware Devices

If you choose to BYO router, please bring it to our office for configuration. Please note that we can only provide limited support to BYO router.

Changes to your plan

We may make changes to your plan from time to time, including its pricing and inclusions. Written notice will be provided via Email. Where any changes have a neutral or beneficial impact to you. If there are significant changes applied to your service, we will provide you with at least 30 days' written notice via email.

Relocation

If you wish to relocate the service, kindly contact our customer service to check service availability for the new location. A relocation fee may incur.

Termination service

You must provide a written notice, (including customer id, name, contact no, service address, termination date and termination reason) 7 days before the next billing cycle. Otherwise, a full month charge will be applied and it is not refundable.

General Enquiry and Complaint

We are committed to providing you with excellent customer service. Please contact us via email to info@citycable.com.au or call us on 1300 850 718 during our business hours, Monday to Friday, 9:00am - 6:00pm if you have any inquiry or would like to give feedback or complain.

Telecommunications Industry Ombudsman (TIO)

We will do our best to solve your problem during our first contact.

If you are unsatisfied with how your complaint has been handled, you may contact TIO via 1800 062 058 or visit

<https://www.tio.com.au/complaints/what-expect>